**Reference Course Outline for:MIS502: OPERATIONS AND TECHNOLOGY MANAGEMENT**

**Course Lead:**

Dr. Zaheeruddin Asif

**Course Description:**

Technology is becoming an indispensable tool for companies to stay competitive in the fast changing business environment of today and there is an increasing demand for effectively introducing and managing technology in the corporate world. The course will cover the management of business systems that produce goods, as well as those that provide services. It will discuss key issues in Operations Management including Lean Production, Six Sigma, 5S, JIT, Kaizen, and Continuous Process Improvement and explore the implementation of technology to solve operational problems. It will provide tools for analyzing business processes for improvement and for incorporating and managing technology to provide sustainable competitive advantage to the organization. 

**Prerequisite(s):**

**Course Objectives:**

One para description of the Course objectives.

**Primary Coure Outline Link:**

[Primary Course Outline.](http://fcsiba.wikispaces.com/F09_MIS502_OTM_SAA)

**Typical Semester in which this course is offered:**

Fall

**Programs in which course is offered:**

**Outline:**

**Methodology:**  
The course relies on a combination of lectures, reading, assignments, case discussions, book review and a term project. This will be an interactive session whereby the students are expected to participate in class discussions and come up with useful analysis and arguments. Students should come to the class well prepared and after having read the chapter/ case / Handout to be discussed in the class.  
  
Three guest speaker sessions are lined up during the entire course. Guest Speakers will discuss different aspects of Operations Management, Technology Management and Process Quality Management.  
  
The students will do the course project in groups of 4. A final presentation of 15 minutes duration will be due at the end of the semester. The same group will be required to write a book review (book will be assigned by the teacher) and present the book review to the class in a 15-20 minute presentation at a time set by the teacher.   
  
  
**Sessions Topic**  
1-2 Introduction to Operations and Technology Management  
Chap 1 – MOTO\*  
3-4 Operations Management (if required) Case Study – Burger King  
5-7 Strategy / Technology Strategy Hand Outs  
8- 9 Managing Innovation Chap 3 – MOTO\* / Handouts  
10-13 Models of Technology Management and Innovation Handouts  
14-15 Korea’s Technology Strategy HBR Case Study  
16 The Technology Building Handouts  
17 Transfer of Technology Handouts  
19 Disruptive Technologies Catching the Wave HBR Article  
20 Guest Speaker Session A Technology Manager  
21 Project Management (if required) Chap 8 – MOTO\*  
22 Inventory Management and JIT Handouts  
23 Guest Speaker Session An Operations Manager  
24 Process Quality / TQM (if required)   
25 Guest Speaker Session A Quality Assurance Manager  
26 Six Sigma (if required) Handouts / Case Study  
27 Outsourcing and In-sourcing Handouts  
28 Strategic Sourcing and Supply Chaining Handouts  
29 Technology Success Measurement Handouts  
30-31 Case Studies Handouts  
32-34 Term Project Presentations   
  
  
**Text Book:**  
\* Management of Technology and Operations [MOTO]   
By: R. Ray Gehani  
John Wiley and Sons, Inc   
  
**Reference Books:**  
Operations, Strategy and Technology: Pursuing the Competitive Advantage   
By: Robert H. Hayes, Gary P. Pisano, David M. Upton and Steven C. Wheelwright   
  
Handbook of Technology Management   
By: Gaynor, Gerard H.   
  
Fundamentals of Operations Management   
Davis, Aquilano, Chase /McGraw Hill International   
  
**Book Reviews From:**  
  
- The World is Flat by Thomas Friedman  
- Direct From Dell by Michael Dell  
- Winning by Jack Welch  
- The Google Story by David A. Vise  
- Wikinomics  
- The Wikipedia Revolution  
- A Century of Innovation at 3M  
- Only the paranoid survive – Andy Groove  
- Inside Yahoo*!*  
  
The Book review needs to done from a Technology and Operations Management point of view. If require, any book outside the above list can be reviewed after discussion with the teacher.   
  
**Grading Policy:**  
  
2 Hourlies 40% Marks  
Quizzes 10% Marks  
Term Project, Book Review 10% Marks  
Final 40% Marks   
  
*\*\* The course outline may change according to the needs of the class. The final course contents will be decided by the instructor after an assessment of the class.*